Health Professions Appeal and Review Board	**Commission d'appel et de révision des professions de santé**
Health Services Appeal and Review Board	**Commission d'appel et de révision des services de santé**
Transitional Physician Audit Panel	**Le comité provisoire de vérification des honoraires de médecins**
Ontario Hepatitis C Assistance Plan Review Committee	**Comité de révision du Programme ontarien d'aide aux victimes de l'hepatite C**

Ontario

June 30, 2010

The Honourable Deb Matthews
Minister of Health and Long-Term Care
Minister's Office
Hepburn Block, 10th Floor
80 Grosvenor Street
Toronto, ON
M7A 2C4

Dear Minister:

RE: Health Professions Appeal and Review Board, Health Services Appeal and Review Board, Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee Annual Reports

On behalf of the Health Professions and Health Services Appeal and Review Boards, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee, it is my pleasure to submit our Annual Reports for the fiscal year of 2009-2010.

The Boards, Panel and Committee remain committed to the initiatives outlined in the report and to ensuring excellence in the service it provides to the Ontario public.

Yours sincerely,

Linda P. Lamoureux
Chair
Health Professions Appeal and Review Board
Health Services Appeal and Review Board
Transitional Physician Audit Panel
Ontario Hepatitis C Assistance Plan Review Committee

c: Lori Coleman, Chief Operating Officer, Health Boards Secretariat
Registrar, Health Professions and Health Services Appeal and Review Boards, Transitional Physician Audit Panel and Ontario Hepatitis C Assistance Plan Review Committee

151 Bloor Street West, 9th Floor
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Health Professions Appeal and Review Board

Health Services Appeal and Review Board

Transitional Physician Audit Panel

Ontario Hepatitis C Assistance Plan Review Committee

Commission d'appel et de révision des professions de santé

Commission d'appel et de révision des services de santé

Le comité provisoire de vérification des honoraires de médecins

Comité de révision du Programme ontarien d'aide aux victimes de l'hepatite C

Ontario

June 30, 2010

Ms. Linda Lamoureux
Chair
Health Professions and Health Services Appeal and Review Boards
Transitional Physician Audit Panel
Ontario Hepatitis C Assistance Plan Review Committee
151 Bloor Street West, 9th Floor
Toronto, ON M5S 2T5

Dear Ms. Lamoureux,

It is my pleasure to report to you on behalf of the Health Boards Secretariat. The Health Boards Secretariat (Secretariat) provides comprehensive administrative, corporate, fiscal and case management support to the Health Professions and Health Services Appeal and Review Boards. In addition, the Secretariat provides a similar support function for the Ontario Hepatitis C Assistance Plan Review Committee as well as payment processing functions for other health related services.

The past year has been one of continued transition for the Secretariat. I would like to take this opportunity to thank you and your membership for providing ongoing support and education to the staff of the Secretariat as we have progressed through many phases on our journey to a shared resourcing, case management structure. With a complete staff compliment and growing case management experience, the Secretariat is well positioned to provide high quality administrative support to the adjudicative tribunals as we work together with the Boards to reduce the active appeal base and appeal processing times.

Given the transitional state of the Secretariat in the past year and the expansion in the membership through cross-appointments and regional service delivery, I am extremely pleased to report that while the receipt of new requests for appeal and review have remained the same as previous years, the overall, active appeal base has been reduced by four percent.

As in previous years, funding is allocated to the Secretariat from the Consolidated Revenue Fund. There are some limitations in detailing expenditures as they relate specifically to the agencies supported by the Secretariat. You will note that expenditures such as salaries and facilities are not included in the financial data on pages 18 and 22-24 as it would be arbitrary to determine what portion of cost should be attributed to the Health Professions or the Health Services Appeal and Review Boards, Ontario Hepatitis C Assistance Plan Review Committee or Transitional Physician Audit Panel alone. However,

these costs are incorporated in the fiscal planning cycle by the Secretariat and are reported to the Ministry.

You will note from the financial and statistical data on pages 12 to 24 that expenditure in the area of per diem honouraria was reduced in some areas even when corresponding productivity, such as number of decisions issued, increased. I expect this is indicative of your diligence in the training and support of new and existing members both this year and last, and anticipate that we will see similar cost efficiencies in the coming year. In areas where expenditure for per diem honouraria increased from the year prior, I note that the increase was proportionate to an increase in productivity. Financial pressures attributed to the activity of the Health Boards remains primarily associated with an increase of 100% in the per diem rate for Board members with no increase to the base funding of the Secretariat. The Secretariat remains committed to working with the Health Boards and their members in exercising strong controllership practices to minimize expenditure while enabling access to justice.

I trust that this information is of assistance to you, and I look forward to continuing to lead services providing support to the Health Professions and Health Services Appeal and Review Boards.

Yours truly,

Lori Coleman

Lori Coleman
Chief Operating Officer, Health Boards Secretariat
Registrar, Health Professions and Health Services Appeal and Review Boards, Transitional Physician Audit Panel and Ontario Hepatitis C Assistance Plan Review Committee

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A. MESSAGE FROM THE CHAIR

As Chair of the Health Professions and Health Services Appeal and Review Boards, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee, it is my pleasure to report on the Health Boards' activity for the period of 2009–2010. I would first like to recognize the membership of both Health Boards for their ongoing commitment to high quality service to the Ontario public. I would also like to thank Lori Coleman, Registrar of the Health Boards and Chief Operating Officer of the Health Boards Secretariat, and her team, for their continued support.

The Health Professions Appeal and Review Board is trusted with protecting the public interest, providing a common framework for overseeing aspects of Ontario's self- regulated health professions, human and animal, and providing an independent forum for the public and health professionals. The Health Services Appeal and Review Board serves to conduct hearings and reviews and to make decisions, orders and recommendations concerning decisions made by parties acting under 14 pieces of legislation. The Transitional Physician Audit Panel hears appeals from decisions made by the General Manager of OHIP in respect of payments to physicians. The Ontario Hepatitis C Review Committee hears appeals from decisions made by the Ontario Hepatitis C Assistance Plan. During the period of this Annual Report, the Boards, Panel and Committee continued to focus on improving the quality, access and timeliness of its' services.

Key accomplishments, set out in detail in the accomplishments section, were achieved in the areas of access to justice, accessibility, outreach, governance and member recruitment and development. I would like to highlight two notable initiatives:

1. The first initiative focused on ensuring the Boards' services are accessible to all Ontarians. The Health Boards are committed to upholding the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* by ensuring that people with disabilities have the same opportunity to access and benefit from the Boards' services as others. The Health Boards have met the requirements set out in the Accessibility Standards for Customer Service.

2. The second initiative focused on improving governance of the Health Boards. The Boards' ability to improve access to service for the public and to ensure that the services are of the highest quality and consistency depends on the commitment of resources at the leadership level. The Boards have had the addition of three permanent Vice-Chair positions, which are intended to address the Boards' increase in caseload, help to increase access throughout Ontario and deliver continuity to the management of the Boards.

It continues to be my pleasure to work with colleagues and staff who share a commitment to public service. In the coming year the Health Professions Appeal and Review Board, the Health Services Appeal and Review Board, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee will continue their work to improve service delivery.

B. MANDATE OF THE HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

The Health Professions Appeal and Review Board (HPARB) is an independent adjudicative tribunal created by the *Ministry of Health and Long-Term Care Appeal and Review Boards Act, 1998* that provides oversight to the regulated health professions and veterinarians of Ontario.

Under the *Regulated Health Professions Act (1991)* and the *Veterinarians Act*, the Board functions as a quasi-judicial adjudicative and regulatory tribunal with jurisdiction respecting the regulatory activities of twenty-seven Colleges governing twenty-eight regulated (human) health professions and veterinarians, and the practice privilege decisions of the boards of about two hundred public hospitals. The Board also hears appeals from the decisions of the Accreditation Committees for pharmacies and veterinarian facilities. These twenty-eight health professions are listed below:

•	Audiology	•	Midwifery
•	Chiropody	•	Naturopathy*
•	Chiropractic	•	Nursing
•	Dental Hygiene	•	Occupational Therapy
•	Dental Technology	•	Opticianry
•	Dentistry	•	Optometry
•	Denturism	•	Pharmacy
•	Dietetics	•	Physiotherapy
•	Homeopathy*	•	Psychology
•	Kinesiology*	•	Psychotherapy*
•	Massage Therapy	•	Respiratory Therapy
•	Medical Laboratory Technology	•	Speech-Language Pathology
•	Medical Radiation Technology	•	Traditional Chinese Medicine*
•	Medicine	•	Veterinary

* Transitional Councils legislated under the *Regulated Health Professions Act, 1991*. Appeal processes to the HPARB respecting these Colleges will come into effect when the statutory committee structure and registration processes are completed for the professions.

The HPARB was established to conduct hearings and reviews, and to make decisions, orders and recommendations regarding:

- Decisions made by the Inquiries, Complaints and Reports Committees (ICRC) of the self-regulating health professions Colleges in Ontario[1];
- Decisions made by the Complaints Committee of the College of Veterinarians of Ontario;
- Orders of the Registration Committees of the Colleges;
- Physicians' hospital privileges under the *Public Hospitals Act*; and
- Accreditation of veterinary and pharmacy facilities.

[1] Since June 4, 2009, the Complaints Committee has been re-formed into the Inquiries, Complaints and Reports Committee.

The majority of the work conducted by the HPARB involves appeals of the decisions made by the ICRC of the self-regulating health professions Colleges in Ontario and decisions made by the Complaints Committee of the College of veterinarians of Ontario under the jurisdiction of the *Regulated Health Professions Act*. The HPARB has the authority under the *Regulated Health Professions Act* to:

i) confirm or rescind all or part of the Committee's decision;
ii) make recommendations to the Committee;
iii) require the Committee to take further action.

The HPARB also reviews or holds hearings of health professional's applications for registration or the accreditation of a veterinary facility. The HPARB has the authority to:

i) confirm the Registration Committee's order or proposed decision;
ii) require the College to issue a certificate of registration or licence to the applicant, if he/she completes examinations or training required by the Registration Committee;
iii) require the College to issue a certificate of registration or licence to the applicant, with any terms or limitations the Board considers appropriate, if the applicant qualifies for registration and if the Registration Committee has exercised its power improperly;
iv) refer the matter back to the Registration Committee.

The HPARB hears appeals with respect to practice privilege decisions of the boards of about two hundred public hospitals. The HPARB has the authority under the *Public Hospitals Act* to:

i) confirm the decision;
ii) direct the Hospital Board, person, or body making the decision to take such action as directed by the HPARB;
iii) substitute its opinion for that of the Hospital Board, person or body making the decision.

A list of statutes under which appeals and reviews may be conducted by the HPARB can be found at www.hparb.on.ca. Regulations under the statutes that may affect proceedings before the HPARB may be found at www.e-laws.gov.on.ca.

MANDATE OF THE HEALTH SERVICES APPEAL AND REVIEW BOARD

The Health Services Appeal and Review Board (HSARB) is an independent adjudicative tribunal created by the *Ministry of Health and Long-Term Care Appeal and Review Boards Act, 1998* that hears and renders decisions on disputes that arise under particular health-related statutes.

The Appeal Board holds hearings and conducts reviews respecting appeals against the decision of: the General Manager of OHIP; insured health services and practitioner billing; community placement services regarding eligibility for placement in a long-term care facility; community-based long term care service providers regarding the scope and level of services provided; the Minister and ministry officials regarding health facility licensing and municipal health boards' compliance with mandatory programs; and public health officials regarding community health hazards and communicable diseases. The HSARB has a review and appeal mandate under fourteen different statutes. These are:

•	*The Ambulance Act*	•	*The Homes for the Aged and Rest Homes Act*
•	*The Charitable Institutions Act*	•	*The Immunization of School Pupils Act*
•	*The Commitment to the Future of Medicare Act*	•	*The Independent Health Facilities Act*
•	*The Healing Arts Radiation Protection Act*	•	*The Laboratory and Specimen Collection Centre Licensing Act*
•	*The Health Facilities Special Orders Act*	•	*The Long Term Care Act*
•	*The Health Insurance Act*	•	*The Nursing Homes Act*
•	*The Health Protection and Promotion Act*	•	*The Private Hospitals Act*

The HSARB was established to conduct hearing and reviews, and to make decisions, orders and recommendations regarding:

- Decisions of the Ontario Health Insurance Plan respecting eligibility and payment;
- Decisions of agencies under the *Long Term Care Act, 1994* respecting eligibility for service;
- Orders of the Medical Officer of Health or public health inspectors;
- Decisions of the Director with respect to licensing under the *Nursing Homes Act*;
- Determinations of the placement coordinator respecting eligibility for admission to an approved charitable home for the aged; and
- Decisions of the Director with respect to licensing of independent health facilities.

The HSARB has varied authority under the fourteen different statutes for which it has an appeal and review mandate. The majority of the work conducted by the HSARB falls under the jurisdiction of the *Health Insurance Act*. The HSARB has the authority under the *Health Insurance Act* to:

i) affirm or rescind the decision;
ii) direct the General Manager to take such action as the Appeal Board considers the General Manager should take;
iii) substitute its opinion for that of the General Manager.

A list of statutes under which appeals may be conducted by the HSARB can be found at www.hsarb.on.ca. Regulations under the statutes that may affect proceedings before the HSARB may be found at www.e-laws.gov.on.ca.

C. ACHIEVEMENTS OF THE BOARDS

Throughout the period of this annual report, the HPARB and HSARB (Health Boards) have achieved success in a variety of areas, which has served to strengthen its service delivery to the Ontario public. In line with the Boards' jurisdiction and mandate, the following achievements have been made:

- Access to Justice:
    - The Health Boards regularly conduct hearings and reviews throughout the province in an effort to provide access to justice for all Ontarians. In the period of this annual report, the Boards have conducted matters in Toronto, London, Windsor, Ottawa, Kingston, Hamilton and Northern Ontario.

- Accessibility
    - The Health Boards are committed to upholding the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* by ensuring that people with disabilities have the same opportunity to access and benefit from the Boards' services as others. The Health Boards have met the requirements set out in the Accessibility Standards for Customer Service.

- Outreach:
    - In 2009–2010, a pilot Student Advocacy project of the Medico-Legal Society of Toronto, carried out with the Health Boards, launched into a regular program to assist unrepresented parties. This program involves law students from both the University of Toronto Law School and Osgoode Hall Law School as well as volunteers from the legal and medical professions. This partnership continues to strengthen the Board's relationship with these organizations.
    - This year also saw an expansion of the HPARB's partnership with Osgoode Hall Law School through the school's Public Interest Requirement. Students have worked to support special projects with the Board in the development of case clerk roles.
    - The HPARB hosted a Stakeholder Meeting in October 2009 with representatives of the Regulatory Health Colleges in an effort to ensure ongoing dialogue on common issues and events.

- Governance:
    - The Boards' ability to improve access to service for the public and to ensure that the services are of the highest quality and consistency depends on the commitment of resources at the leadership level. The Boards have had the addition of three permanent Vice-Chair positions, which are intended to address the Boards' increase in caseload, help to increase access throughout Ontario and deliver continuity to the management of the Boards.
    - A joint leadership team that serves to assist in decisions regarding the Boards' key objectives including the outreach and accessibility of stakeholders and the maintenance of high quality member competency. This joint leadership team facilitates one process of leadership and consistency for Board members.
    - The Health Boards Secretariat, the organization that provides comprehensive administrative, corporate, fiscal and case management support to the Boards, has recently completed a significant organizational restructuring which has resulted in an improved customer service experience for parties before the Boards' and Board Members.

- The Health Boards prepared for and addressed significant legislative changes including changes to: The *Ontario Labour Mobility Act, 2009; Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009; Health System Improvements Act, 2007;* Regulation 552 of the *Health Insurance Act* and the *Regulated Health Professions Statute Law Amendment Act, 2009.*
- In adherence with the Travel, Meal and Hospitality Expenses Directive of the Government of Ontario, the Health Boards have established guidelines to ensure its membership complies with Ministry and government standards in its use of public funds.
- In 2006, the Board began to convene Pre-Review/Pre-Hearing Conferences (PRC/PHC) for all matters before the Board. Legal counsel does not represent the majority of parties who appear before the Board, and the PRC/PHC process provides an opportunity to clarify the jurisdiction of the Board and narrow the issues that come before it. The PRC/PHC process aids in managing the most expeditious disposition of proceedings. Both the Health Boards now conduct PRC/PHC for the vast majority of matters before the Boards.

- Member Recruitment and Development:
  - Between April 1, 2009 and March 31, 2010, the Boards' membership has expanded by 10% to incorporate diverse populations reflective of Ontario's population. Board membership has seen a number of cross appointments between the Health Boards bringing with it the skills and knowledge of the broader health systems. The expanding Board membership has added further French speaking members, improving the delivery of French-speaking panels to clients.
  - The Boards' Education Committee regularly assesses the education and training needs of the Boards and arranges the delivery of appropriate training and education modules (both to orient new members and provide ongoing education to Appeal Board members).
    - Joint education sessions for the members of the Health Boards brought subject matter experts well known in their field of study together for discussion.
    - The Boards initiated Presiding-Member training teleconferences which continues to contribute to an efficient and speedy delivery of relevant training to presiding members.
  - The Board has updated existing and developed new reference materials for its membership, as well as new process templates to facilitate communications with parties.
  - Development of a specialized roster of members for addressing registration cases before the HPARB. Two registration-training days were held including both procedural and substantive issues, with presentations by some of the Regulatory Health Colleges, other stakeholders and members of the Ontario Bar.

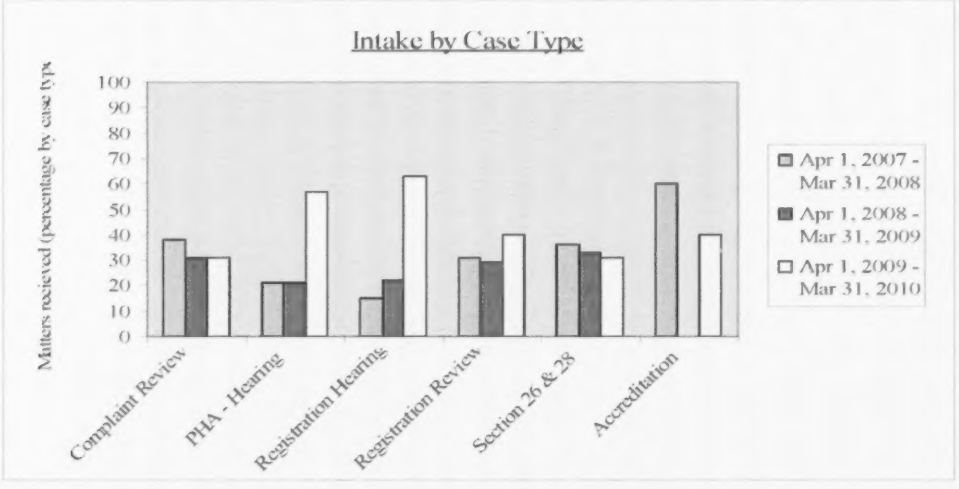
D. HPARB OPERATIONAL PERFORMANCE

The HPARB is an independent adjudicative tribunal with jurisdiction respecting the regulatory activities of twenty-seven Colleges governing twenty-eight regulated (human) health professions and veterinarians, and the practice privilege decisions of the boards of about two hundred public hospitals. The Board also hears appeals from the decisions of the Accreditation Committees for pharmacies and veterinarian facilities.

The HPARB was established to conduct hearings and reviews, and to make decisions, orders and recommendations regarding:

- Decisions made by the Inquiries, Complaints and Reports Committees (ICRC) of the self-regulating health professions Colleges in Ontario[2];
- Decisions made by the Complaints Committee of the College of Veterinarians of Ontario;
- Orders of the Registration Committees of the Colleges;
- Physicians' hospital privileges under the *Public Hospitals Act* (PHA); and
- Accreditation of veterinary and pharmacy facilities.

INTAKE BY CASE TYPE	Apr 1, 2007 - Mar 31, 2008	Apr 1, 2008 - Mar 31, 2009	Apr 1, 2009 - Mar 31, 2010
Complaint Review	476	386	393
PHA - Hearing	3	3	8
Registration Hearing	7	10	29
Registration Review	33	30	42
Section 26 - *Veterinarians Act*	0	0	4
Section 28 Application - RHPA Code	31	28	22
Accreditation	3	0	2
Total Intake	**553**	**457**	**500**



[2] Since June 4, 2009, the Complaints Committee has been re-formed into the Inquiries, Complaints and Reports Committee.

Intake by College: Complaint Reviews

INTAKE BY COLLEGE **COMPLAINT REVIEWS**	Apr 1, 2007 - Mar 31, 2008	Apr 1, 2008 - Mar 31, 2009	Apr 1, 2009 - Mar 31, 2010
College of Audiologists and Speech Language Pathologists	0	1	1
College of Chiropodists of Ontario	1	2	2
College of Chiropractors of Ontario	11	6	9
College of Dental Hygienists of Ontario	3	0	7
College of Dental Technologists of Ontario	0	1	0
College of Denturists of Ontario	0	5	0
College of Dietitians of Ontario	1	0	1
College of Massage Therapists of Ontario	1	3	2
College of Medical Laboratory Technologists of Ontario	0	0	0
College of Medical Radiation Technologists of Ontario	3	0	3
College of Midwives of Ontario	0	1	0
College of Nurses of Ontario	20	16	18
College of Occupational Therapists of Ontario	10	5	4
College of Opticians of Ontario	4	0	2
College of Optometrists of Ontario	3	11	4
College of Physicians and Surgeons of Ontario	314	238	226
College of Physiotherapists of Ontario	7	11	5
College of Psychologists of Ontario	12	12	15
College of Respiratory Therapists of Ontario	1	0	1
College of Veterinarians of Ontario	21	9	18
Ontario College of Pharmacists	14	10	20
Royal College of Dental Surgeons of Ontario	50	55	55
Total Complaint Review Intake	**476**	**386**	**393**

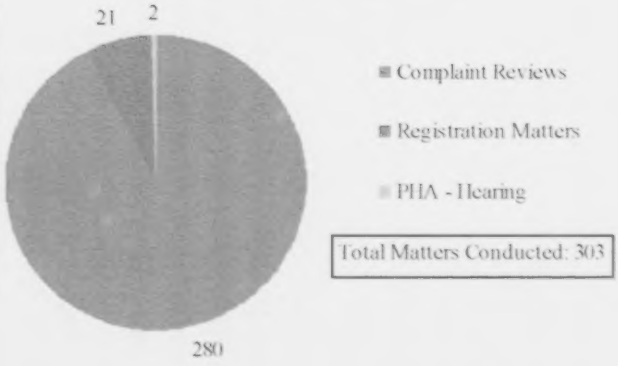
Intake by College: Registration Matters

INTAKE BY COLLEGE **REGISTRATION MATTERS**	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 - Mar 31, 2009	Apr 1, 2009 - Mar 31, 2010
College of Audiologists and Speech Language Pathologists	2	4	0
College of Chiropodists of Ontario	0	0	0
College of Chiropractors of Ontario	0	0	3
College of Dental Hygienists of Ontario	0	1	2
College of Dental Technologists of Ontario	0	0	1
College of Denturists of Ontario	0	0	0
College of Dietitians of Ontario	1	4	2
College of Massage Therapists of Ontario	0	0	2
College of Medical Laboratory Technologists of Ontario	0	0	1
College of Medical Radiation Technologists of Ontario	0	1	1
College of Midwives of Ontario	0	0	0
College of Nurses of Ontario	17	11	43
College of Occupational Therapists of Ontario	0	0	0
College of Opticians of Ontario	1	1	0
College of Optometrists of Ontario	1	0	0
College of Physicians and Surgeons of Ontario	8	10	9
College of Physiotherapists of Ontario	1	1	0
College of Psychologists of Ontario	4	5	6
College of Respiratory Therapists of Ontario	0	0	0
College of Veterinarians of Ontario	2	2	0
Ontario College of Pharmacists	2	0	1
Royal College of Dental Surgeons of Ontario	1	0	0
Total Registration Matter Intake	**40**	**40**	**71**

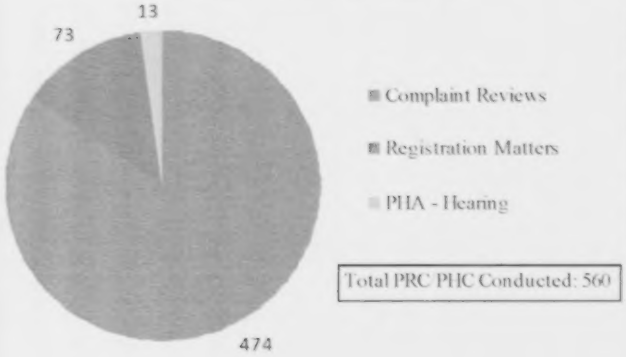
The information below details the caseload and activity of matters before the HPARB.

MATTERS CONDUCTED BY CASE TYPE	Apr 1, 2009 – Mar 31, 2010
Complaint Reviews	280
Registration Matters	21
PHA - Hearing	2
Total Matters Conducted	**303**

Matters Conducted by Case Type



PRC/PHC Conducted by Case Type



PRC/PHC CONVENED BY CASE TYPE	Apr 1, 2009 – Mar 31, 2010
Complaint Reviews	474
Registration Matters	73
PHA – Hearing	13
Total PRC/PHC Conducted	**560**

HPARB Complaint Review Caseload & Dispositions

COMPLAINT REVIEWS	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Active Caseload at Beginning of Period	596	847	875
Intake	469	386	393
Total Case Load	1065	1233	1268
Decisions Issued	127	229	301
Withdrawn	68	56	76
Matter Closed*	23	73	53
Total Matters Disposed Of	218	358	430
Active Caseload at End of Period	**847**	**875**	**838**

* Includes those cases not proceeded with due to timeliness, frivolous and/or vexatious, ineligible request, no jurisdiction, abandonment and administrative closures.

COMPLAINT REVIEW CASE DISPOSITIONS [3]	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Confirmed	102 (80.3%)	188 (82.1%)	256 (85%)
Returned	25 (19.7%)	41 (17.9%)	45 (15%)
Total Decisions Issued	**127**	**229**	**301**

[3] The HPARB does not render a decision on the date of a review/ hearing and therefore the number of dispositions issued in a year may not match the total matters conducted.

HPARB Registration Matter Caseload & Dispositions

REGISTRATION MATTERS	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Active Caseload at Beginning of Period	32	44	42
Intake	40	40	71
Total Case Load	72	84	113
Decisions Issued	14	28	21
Withdrawn	10	11	17
Matter Closed*	4	3	9
Total Matters Disposed Of	28	42	47
Active Caseload at End of Period	**44**	**42**	**66**

* Includes those cases not proceeded with due to timeliness, frivolous and/or vexatious, ineligible request, no jurisdiction, abandonment and administrative closures.

REGISTRATION MATTER CASE DISPOSITIONS [4]	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Confirmed	10 (71.4%)	20 (74.1%)	11 (52.4%)
Returned	4 (28.6%)	7 (25.9%)	10 (47.6%)
Total Decisions Issued	**14**	**27**	**21**

[4] The HPARB does not render a decision on the date of a review/ hearing and therefore the number of dispositions issued in a year may not match the total matters conducted.

HPARB FINANCIAL PERFORMANCE

HPARB			
FINANCIAL PERFORMANCE[1]			
DESCRIPTION	**2007/2008**	**2008/2009**	**2009/2010**
PER DIEM HONORARIA[2]			
Attendance at Proceedings[3]	186,379	282,958	256,871
Preparation for Proceedings	168,613	290,331	216,821
Decision Writing	144,918	566,071	550,923
Disclosure	92,360	395,857	397,826
Board Education & Administration[4]	642,209	792,362	613,013
PHC/PRC	251,918	77,125	130,575
PROCEEDINGS: RELATED EXPENSES			
Court Reporting Services	4,296	3,066	9,147
OTHER EXPENSES			
Independent Legal Services	252,847	178,656	118,620
Consulting	106,065	0	0
Communications	167,426	289,043	183,328
Travel	n/a	n/a	251,240
TOTAL	**2,017,031**	**2,875,469**	**2,728,364**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2009 – March 31, 2010: Public member = $398; Vice-Chair = $491
[3] Includes attendance, deliberation and cancellations.
[4] Includes education, administration, retro payments, travel time and all Board/Committee meetings.
[5] Includes language and sign interpretation, assistive listening devices, translation, printing, copying, access fees, mailing, telephone, teleconference, and office supplies.
[6] Includes cost of travel expenses, accommodation and facility rental. Travel expenses have been isolated from communications.

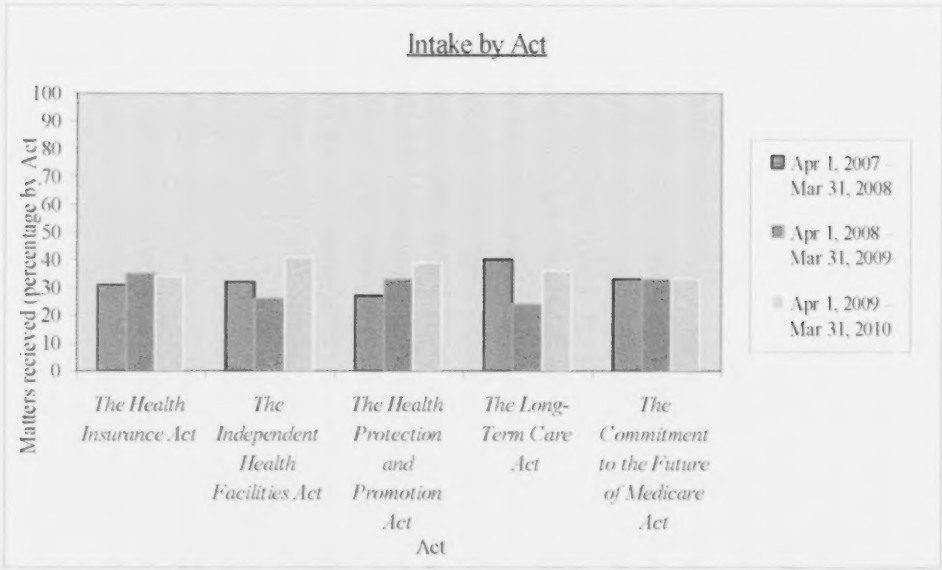
E. HSARB OPERATIONAL PERFORMANCE

The HSARB is an independent adjudicative tribunal that hears and renders decisions on disputes that arise under particular health-related statutes.

The HSARB was established to conduct hearing and reviews, and to make decisions, orders and recommendations regarding:

- Decisions of the Ontario Health Insurance Plan respecting eligibility and payment;
- Decisions of agencies under the *Long Term Care Act, 1994* respecting eligibility for service;
- Orders of the Medical Officer of Health or public health inspectors;
- Decisions of the Director with respect to licensing under the *Nursing Homes Act*;
- Determinations of the placement coordinator respecting eligibility for admission to an approved charitable home for the aged; and
- Decisions of the Director with respect to licensing of independent health facilities.

INTAKE BY ACT	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Health Insurance Act	353	397	387
The Independent Health Facilities Act	11	9	14
The Health Protection and Promotion Act	9	11	13
The Long-Term Care Act, 1994	10	6	9
Commitment to the Future of Medicare Act	1	1	1
The Immunization of School Pupils Act	15	51	0
The Ambulance Act	0	0	0
The Charitable Institutions Act	1	0	0
The Healing Arts Radiation Protection Act	0	0	0
Homes for the Aged and Rest Homes Act	0	0	0
The Heath Facilities Special Orders Act	6	0	0
The Laboratory and Specimen Collection Centre Licensing Act	0	0	0
The Nursing Homes Act	0	0	0
The Private Hospitals Act	0	0	0
Total Intake	**406**	**475**	**424**



The information below details the caseload and activity of matters before the HSARB.

CASELOAD SUMMARY	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Active Caseload at beginning of period	421	474*	600
Intake	406	475	424
Total Case Load	827	949	1,024
Total Matters Conducted	205	148	131
Total Matters Disposed Of**	215	349	489
Active Caseload at End of Period	**407**	**600**	**535**

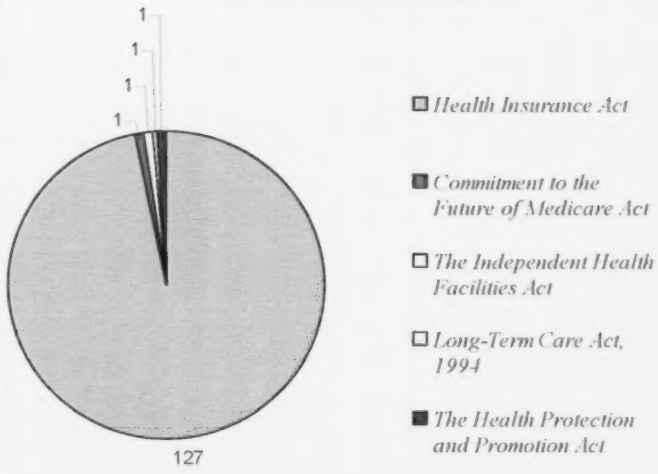
* As of the 2008-09 period, the 'Active Caseload at the beginning of the period' includes all 'decision-pending' matters.

**As of the 2008-09 period, 'Total Matters Disposed Of' includes those matters administratively closed, withdrawn, abandoned, settled or with a decision issued.

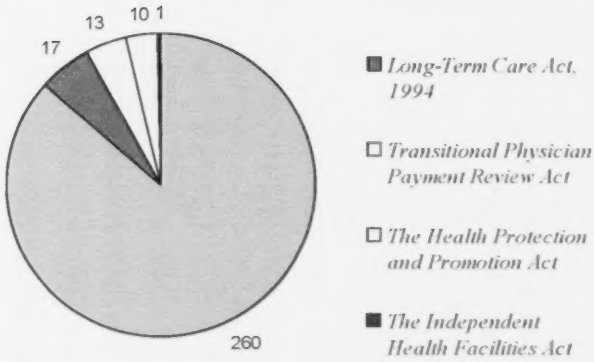
HSARB Caseload Statistics

MATTERS CONDUCTED BY ACT	Apr 1, 2009 – Mar 31, 2010
Health Insurance Act	127
Commitment to the Future of Medicare Act	1
The Independent Health Facilities Act	1
Long-Term Care Act, 1994	1
The Health Protection and Promotion Act	1
Total Matters Conducted	**131**

Matters Conducted by Act



PHC Conducted by Act



PHC CONDUCTED BY ACT	Apr 1, 2009 – Mar 31, 2010
Health Insurance Act	260
Long-Term Care Act, 1994	17
Transitional Physician Payment Review Act	13
The Health Protection and Promotion Act	10
The Independent Health Facilities Act	1
Total PHC Conducted	**301**

HSARB FINANCIAL PERFORMANCE

HSARB			
FINANCIAL PERFORMANCE[1]			
DESCRIPTION	**2007/2008**	**2008/2009**	**2009/2010**
PER DIEM HONORARIA[2]			
Attendance at Proceedings[3]	181,498	144,111	159,593
Preparation for Proceedings	77,896	58,683	75,322
Decision Writing	184,697	115,639	168,239
Board Education & Administration[4]	205,589	156,518	158,031
Pre-Hearing Conferences	90,763	49,178	75,742
PROCEEDINGS: RELATED EXPENSES			
Court Reporting Services	25,620	13,362	20,325
OTHER EXPENSES			
Independent Legal Services	199,631	140,030	127,050
Communications[5]	76,734	130,829	64,126
Travel[6]	n/a	n/a	28,471
TOTAL	**1,042,428**	**808,350**	**876,899**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2009 – March 31, 2010: Public member = $398; Vice-Chair = $491
[3] Includes attendance, deliberation and cancellations.
[4] Includes education, administration, retro payments, travel time and all Board/Committee meetings.
[5] Includes language and sign interpretation, assistive listening devices, translation, printing, copying, access fees, mailing, telephone, teleconference, and office supplies.
[6] Includes cost of travel expenses, accommodation and facility rental. Travel expenses have been isolated from communications.

F. TPAP OPERATIONAL PERFORMANCE

The HSARB has an associated separately appointed panel called the Transitional Physician Audit Panel (TPAP) that hears appeals from decisions by the General Manager of OHIP in respect of payments to physicians. Under the terms of the *Health Insurance Act*, these members can only hear matters specifically assigned to the Panel by the Act.

The TPAP may give any of the following directions:

1. That the decision or opinion of the General Manager be confirmed;
2. That the General Manager make a payment in accordance with the submitted account.
3. That the General Manager pay a reduced amount, as calculated by the General Manager in accordance with the direction.
4. That the physician reimburse the Plan in the amount calculated by the General Manager in accordance with the direction.

A list of statutes under which appeals and reviews may be conducted by the HSARB can be found at www.hsarb.on.ca. Regulations under the statutes that may affect proceedings before the HSARB may be found at www.e-laws.gov.on.ca.

Caseload Summary	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Active Caseload at the beginning of the period	95	100	105
Requests Received	7	9	4
Total Case Load	102	109	109
PHC Convened	3	7	13
Matters Concluded*	2	4	6
Active Caseload at End of Period	**100**	**105**	**103**

*Includes those matters withdrawn, abandoned or administratively closed.

TPAP FINANCIAL PERFORMANCE

TPAP FINANCIAL PERFORMANCE[1]			
	2007/2008	**2008/2009**	**2009/2010**
Per Diem Honoraria[2]	338	3,841	11,985
Other Expenses	415	216	453
TOTAL	**753**	**4,057**	**12,438**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2009 – March 31, 2010: Professional Member = $664

G. OHCAP REVIEW COMMITTEE OPERATIONAL PERFORMANCE

Members of the public can apply to the Ontario Hepatitis C Assistance Plan (OHCAP) through the Ministry of Health for financial assistance if before January 1, 1986, or between July 2, 1990 to September 28, 1998:

- they contracted hepatitis C virus (HCV) through the blood system in Ontario;
- they were infected with HCV by a spouse, partner or mother who contracted HCV through the blood system in Ontario; or
- they are the personal representative of an estate of an individual who contracted the HCV through the blood system in Ontario during the period covered by the Ontario Plan.

Appeals from the decision of the OHCAP Program Office can be made to the Ontario Hepatitis C Review Committee. Members are appointed by the Minister. Further information can be obtained from the Ministry of Health website at www.health.gov.on.ca under The Ontario Hepatitis C Assistance Plan.

Caseload Summary	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010
Active Caseload at the beginning of the period	63	78	64
Requests Received	36	42	13
Total Caseload	**99**	**120**	**77**
Decisions Issued	13	41	25
Matters Concluded*	8	15	33
Active Caseload at End of Period	**78**	**64**	**19**

* Includes those matters withdrawn, abandoned or administratively closed.

OHCAP REVIEW COMMITTEE FINANCIAL PERFORMANCE

OHCAP REVIEW COMMITTEE FINANCIAL PERFORMANCE[1]			
	2007/2008	**2008/2009**	**2009/2010**
Per Diem Honoraria[2]	6,600	16,170	28,330
Other Expenses	1,113	996	1,360
TOTAL	**7,773**	**17,165**	**29,690**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2009 – March 31, 2010: Public member = $398

H. HPARB MEMBERSHIP LIST AS AT MARCH 31, 2010

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Aziz*	Muazaz	18-Feb-09	17-Feb-11	Public Member	Mississauga
Beamish*	James T.	02-Dec-09	01-Dec-11	Public Member	Toronto
Bélanger-Hardy*	Louise Y.	20-Jun-07	19-Jun-11	Public Member	Ottawa
Bossin	Michael	07-Mar-07	06-Mar-12	Public Member	Ottawa
Boucher*	Michael	03-Sep-08	02-Sep-10	Public Member	London
Burstyn*	Marla K.	11-Mar-09	10-Mar-11	Public Member	Toronto
Cohen	Sheldon	22-Dec-05	21-Dec-13	Public Member	Toronto
Coyne*	Deborah	30-Sep-09	29-Sep-11	Public Member	Toronto
D'Amours*	Marc	18-Feb-09	17-Feb-11	Public Member	L'Orignal
Dault*	James F.	20-Jun-07	19-Jun-11	Public Member	Barrie
Davies	Anne Michele	13-Feb-08	12-Feb-13	Public Member	Etobicoke
Denov	Celia	05-Jan-06	04-Jan-14	Public Member	Toronto
Downing*	Beth	02-Dec-09	01-Dec-11	Public Member	Oakville
Elman*	Bruce P.	16-Dec-09	15-Dec-11	Public Member	Windsor
Farha*	Soraya	11-Mar-09	10-Mar-11	Public Member	Toronto
Foda	Rabiz	27-Jun-07	26-Jun-10	Public Member	Mississauga
Getson	Gary	03-Feb-06	02-Feb-14	Public Member	Unionville
Go	Avvy Yao-Yao	02-Mar-05	01-Mar-13	Public Member	Toronto
Goldberg	Bonnie	13-Feb-08	12-Feb-13	Public Member	Toronto
Gordon	Phyllis	06-Jun-07	05-Jun-12	Public Member	Toronto
Grant	Norma D.	03-Sep-08	02-Sep-10	Public Member	Toronto

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Gruben*	Vanessa T.	02-Dec-09	01-Dec-11	Public Member	Ottawa
Huscroft	Grant	09-Jul-08	08-Jul-10	Public Member	London
Jovanovic*	Stephen	30-May-06	29-May-14	Public Member	Windsor
Jugnundan*	Nelanthiri (Nalini)	10-Mar-10	09-Mar-12	Public Member	Richmond Hill
Kelly*	Thomas J. J.	15-Dec-05	14-Dec-13	Public Member	London
King	Christopher	03-Feb-06	02-Feb-14	Public Member	Markham
Kirke*	Leslie	18-Feb-09	17-Feb-11	Public Member	Toronto
Kovanchak*	Stephen G.	08-Apr-09	07-Apr-11	Public Member	Thunder Bay
Lamoureux*	Linda P.	23-Aug-05	22-Aug-13	Chair	Markham
Lawford*	Michele J.	11-Mar-09	10-Mar-11	Public Member	Kingston
Ledger*	Shelley	29-Nov-06	28-Nov-11	Public Member	Toronto
Lobu*	Taivi	11-Apr-06	23-Feb-13	Vice-Chair	Toronto
Makhamra	Samia	07-May-08	06-May-11	Public Member	Toronto
McKelvey	Darcie	13-Feb-08	12-Feb-13	Public Member	Caledon
McKeown*	Sharon	25-Feb-09	24-Feb-11	Public Member	Windsor
Moss*	Christine T.	11-Mar-09	10-Mar-11	Public Member	Toronto
Nakamura	Mark	13-Feb-08	12-Feb-13	Public Member	Toronto
Ouellet	Sonia C.	07-Mar-07	06-Mar-12	Public Member	Ottawa
Petryna	Brenda	10-Aug-06	09-Aug-14	Public Member	Sudbury
Proulx*	Chantal	18-Feb-09	17-Feb-11	Public Member	Ottawa
Ryan Elliott	Kathleen	07-Mar-07	06-Mar-12	Public Member	Cobourg
Sanchez de Malicki	Elvira	28-May-08	27-May-10	Public Member	Toronto

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Shamess	Carol	30-May-06	29-May-14	Public Member	Sault Ste. Marie
Sossin*	Lorne	25-Oct-06	24-Oct-11	Public Member	Toronto
Stasila	David	21-Feb-07	20-Feb-12	Public Member	Aurora
Steele	Robert L.	08-Oct-08	07-Oct-10	Public Member	Burlington
Stewart Ferreira	Lydia	04-Feb-09	03-Feb-11	Public Member	Toronto
St-Hilaire*	Gabrielle H.	30-Apr-08	29-Apr-10	Public Member	Ottawa
Taylor	Phillip S.	05-Jan-06	04-Jan-14	Public Member	Toronto
Twilley	Sharon A.	30-Apr-08	29-Apr-10	Public Member	Campbellville
Tye	Hugh	16-Apr-08	15-Apr-13	Public Member	Dundas
Vauthier*	Janice H.	15-Dec-05	23-Feb-13	Vice-Chair	Thunder Bay
Watters	Michael V.	02-Dec-09	01-Dec-11	Public Member	Amherstburg

* Cross-appointed to the HSARB

HSARB MEMBERSHIP LIST AS AT MARCH 31, 2010

Last Name	First Name	OIC original start date	OIC expiration date	Position	Location
Aziz*	Muazaz	18-Feb-09	17-Feb-11	Public Member	Mississauga
Beamish*	James T.	02-Dec-09	01-Dec-11	Public Member	Toronto
Bélanger-Hardy*	Louise Y.	25-Mar-09	24-Mar-11	Public Member	Ottawa
Boucher*	Michael	18-Nov-09	17-Nov-11	Public Member	London
Burstyn*	Marla K.	03-Nov-04	20-Nov-12	Public Member	Toronto
Cohen	May	09-Apr-03	08-Apr-14	Public Member	Toronto
Coyne*	Deborah	30-Sep-09	29-Sep-11	Public Member	Toronto
D'Amours*	Marc	18-Feb-09	17-Feb-11	Public Member	L'Orignal
Dault	James F.	02-Dec-09	01-Dec-11	Public Member	Barrie
Downing*	Beth	15-Jul-05	14-Jul-13	Public Member	Oakville
Elman*	Bruce P.	16-Dec-09	15-Dec-11	Public Member	Windsor
Farha*	Soraya	03-Mar-04	02-Mar-12	Vice-Chair	Toronto
Green	David	10-Aug-06	09-Aug-09	Public Member	Brampton
Gruben*	Vanessa T.	02-Dec-09	01-Dec-11	Public Member	Ottawa
Jovanovic*	Stephen	11-Mar-09	10-Mar-11	Public Member	Windsor
Jugnundan*	Nelanthiri (Nalini)	10-Mar-10	09-Mar-12	Public Member	Richmond Hill
Kelly*	Thomas J. J.	11-Mar-09	10-Mar-11	Public Member	London
Kirke*	Leslie	18-Feb-09	17-Feb-11	Public Member	Toronto
Kovanchak*	Stephen G.	08-Apr-09	07-Apr-11	Public Member	Thunder Bay
Lamoureux*	Linda P.	23-Apr-08	22-Aug-13	Chair	Markham
Lawford*	Michele J.	16-Feb-00	20-Feb-14	Public Member	Kingston
Ledger*	Shelley D.	11-Mar-09	10-Mar-11	Public Member	Toronto
Lum	Lillie Lai Quon	01-Feb-99	22-Mar-13	Public Member	Thornhill

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Lobu*	Taivi	11-Mar-09	10-Mar-11	Public Member	Toronto
McKeown*	Sharon	25-Feb-09	24-Feb-11	Public Member	Windsor
Moss*	Christine T.	01-Feb-99	22-Mar-13	Public Member	Toronto
Mullan	Elizabeth A.	15-Apr-03	14-Apr-14	Public Member	Toronto
Proulx*	Chantal	18-Feb-09	17-Feb-11	Public Member	Ottawa
Roper	Dawn	22-Jun-06	21-Jun-10	Public Member	Ajax
St-Hilaire*	Gabrielle H.	11-Mar-09	10-Mar-11	Public Member	Ottawa
Sossin*	Lorne	11-Mar-09	10-Mar-11	Public Member	Toronto
Vauthier*	Janice H.	11-Mar-09	10-Mar-11	Public Member	Thunder Bay
Yedvab	Jay Okun	07-May-04	04-Jul-12	Public Member	Toronto

* Cross-appointed to the HPARB

TPAP MEMBERSHIP LIST AS AT MARCH 31, 2010

Last Name	First Name	OIC original start date	OIC expiration date	Position	Location
Darani	Shaheen A.	23-Jul-08	22-Jul-10	Panel Member	Toronto
Fisher	Garry	23-Jul-08	22-Jul-10	Panel Member	Simcoe
Freedman	Paul Edward	21-Dec-04	19-Jun-10	Panel Member	Toronto
Kerenyi	Norbert Andrew	21-Dec-04	19-Jun-10	Panel Member	Toronto
Lamoureux	Linda P.	23-Apr-08	22-Aug-13	Chair	Markham
Ng	Nelly Wing-Kwong	21-Dec-04	19-Jun-10	Panel Member	North York
Opler	Susan E.	23-Jul-08	22-Jul-10	Panel Member	Toronto
Ramsbottom	David J.	23-Jul-08	22-Jul-10	Panel Member	Dundas
Rasky	Holly	20-Jun-07	19-Jun-10	Panel Member	Toronto
Seif	Atih	23-Jul-08	22-Jul-10	Panel Member	North York

OHCAP REVIEW COMMITTEE MEMBERSHIP LIST AS AT MARCH 31, 2010

Last Name	First Name	OIC original start date	OIC expiration date	Position	Location
Maben	Ruth	11-Jul-08	30-Sep-11	Committee Member	Oakville
Lamoureux	Linda P.	11-Jul-08	30-Sep-11	Chair	Markham
O'Neil	Kathleen	28-Aug-08	30-Sep-11	Committee Member	Toronto
Strevens	Linda	31-Jul-09	30-Sep-11	Committee Member	Toronto

I. HEALTH BOARDS SECRETARIAT STAFF LIST AS AT MARCH 31, 2010

Staff Member	Position
Lori Coleman	Registrar
Rafia Sheikh	Deputy Registrar
Natalya Demyanenko	Case Management Coordinator
Ruth Reynolds	Case Management Coordinator
Maureen Baker	Case Officer
Sofica Choudhary	Case Officer
Andrew Clifford	Case Officer
Anna Dunscombe	Case Officer
Sandra Evora	Case Officer
Kate Franklin	Case Officer
Mohammed Manjra	Case Officer
Christine Nieckarz	Administration Coordinator
Alpha Aberra	Administrative Assistant
Stephanie Fairfax	Administrative Assistant
Jada Fung	Administrative Assistant
Andrea McKenzie	Administrative Assistant
Ana Monteiro	Administrative Assistant
Shanti Persaud	Administrative Assistant
Mathanan Kailas	Senior Technology/Business Systems Administrator
Aravinth Ramalingam	Systems Support Analyst
Ashif Kassam	Systems Officer
Jessica Walters	Executive Assistant/Researcher
Sara van der Vliet	Executive Assistant/Researcher